THE CLAIMS:

1 (previously amended). A method for automatically detecting when an agent is available, comprising:

connecting a telephony server between a user station and a call center not having call back capabilities via a telephone switching network, the call center in communication with at least one agent station;

connecting a browser server to the telephony server and the user station and the agent station;

the telephony server receiving a request from the user station via the browser server for a call-back from an agent;

the telephony server calling the call center;

the call center connecting the call the agent station;

entering an agent ID, by an agent at the agent station when the agent answers the call from the telephony server, the agent ID entered yielding dual tone multi frequency (DTMF) tones encoding the agent ID corresponding to the agent;

detecting, by the telephony server, the DTMF tones resulted from the agent ID entered by the agent to detect that the agent is available; and

the telephony server calling back the user station and bridging a call back between the user station and the available agent.

2-3 (cancelled).

4 (original). The method according to claim 1, wherein the request for call

back comprises:

>   a telephone number, to be used for the call-back and a problem; and

>   matching the available agent to the problem.

5-15 (cancelled).

16 (previously amended). A method for detecting the availability of an agent

in a customer service center, comprising:

>   receiving requests from a plurality of customers for a call-back at a

telephony server;

>   storing phone numbers and corresponding problems for each of the

customers;

>   the telephony server ringing a telephone at an agent station;

>   answering the telephone;

>   entering an agent's ID;

>   the telephony server decoding the agent's ID to detect an available

agent;

>   matching the available agent to a stored problem; and

>   the telephony server bridging a call-back from the available agent to

the customer using the stored phone number corresponding to the problem.

17 (previously presented). The method as recited in claim 16 wherein said agent's ID is entered using dual tone multi frequency (DTMF) keys on a phone keypad.

18 (previously presented). The method as recited in claim 16 further comprising:

initiating a co-browsing session between the available agent and the customer.

19 (previously presented). The method as recited in claim 18 further comprising:

pushing a web page from the customer to the available agent.

20 (previously presented). The method as recited in claim 19 wherein said web page comprises customer billing information.

21 (previously presented). A system, comprising:

a call center to connect an incoming call to an agent telephone, the call center being without call-back capabilities;

a telephony server comprising:

a receiver for receiving a request for a call-back from a user over the internet;

a dual tone multi frequency (DTMF) generator for encoding user information into DTMF commands understood by the call center;

a transmitter to call the call center over a telephone network providing the DTMF commands;

a DTMF detector for receiving a DTMF string entered by an agent answering the agent telephone to identify that the agent is available; and

a bridge for calling back the user to connect the available agent to the user.

22 (previously presented). The system as recited in claim 21, wherein the user information comprises an account number.

23 (previously presented). The system as recited in claim 21, wherein the telephony server further comprises:

storage for storing a call-back phone number and a user problem, wherein the available agent is matched to the user problem.